

HTG Field Test Consumer Survey

PRELIMINARY FINDINGS AS OF 5/11/06

Consumer surveys were mailed out to 952 participants as of April 21, 2006. To date CDSS has received 214 surveys (47 initial assessments, 162 reassessments, and 5 blank). The survey contains 15 questions that the participants were asked to answer. The following are the findings to those questions:

1. The approximate waiting period from the day of the initial request for IHSS until the Notice of Action (NOA) was received:
 - 7-20 days 21%
 - 21- 30 days 30%
 - 31-60 days 15%
 - 61-90 days 4%
 - Over 90 days 6%
 - No response given 24%
2. The locations where the assessment/reassessment took place (out of 209 completed surveys):
 - Over the phone 2%
 - In the home 92%
 - Other location 2%
 - No response given 4%
3. The approximated time to perform the assessment/reassessment (out of 209 completed surveys):
 - 20-30 minutes 43%
 - 31-45 minutes 22%
 - 46-60 minutes 27%
 - 61-120 minutes 3%
 - No response given 5%
4. Printed information was provided and available in the language needed (out of 209 completed surveys):
 - Yes 90%
 - No 7%
 - No response given 3%
5. Language problems (out of 209 completed surveys):
 - No problem 92%
 - Language problem 3%
 - Other problem 2%
 - No response given 3%
6. NOA was clear and easy to understand (out of 209 completed surveys):
 - Yes 89%
 - No 6%
 - No response given 5%

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7. Number of hours received per month:

New Assessments (out of 47 completed surveys with the lowest number of hours being 2.5 and the highest number of hours being 280):

- 0-30 hours 19%
- 31-60 hours 23%
- 61-90 hours 17%
- 91-120 hours 13%
- Over 120 hours 6%
- No response given 22%

Reassessments (out of 162 completed surveys with the lowest number of hours being 10 and the highest number of hours being 280):

- 0-30 hours 9%
- 31-60 hours 30%
- 61-90 hours 29%
- 91-120 hours 8%
- *Over 120 hours 18%
- No response given 6%

*Over 120 hours - 12 of the 29 cases in this range were over 200 hours.

8a Adequate number of hours listed on NOA (out of 209 completed surveys):

- Yes 63%
- No 33%
- No response given 4%

8b Additional hours needed (out of 62 requests):

- 1-10 hours 55%
- 11-20 hours 14%
- 21-50 hours 5%
- 51-100 hours 13%
- Over 200 hours 13%
- Common reasons for additional hours:
 - Accompaniment to/from medical/hospital appointments
 - Domestic, laundry, and heavy cleaning
 - Bathing and grooming
 - Administer medication
 - Disability is worse
 - Consumer is older
 - Provider needs more hours to complete tasks
 - Requires services on the weekends

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9. Hours received prior to the January 2006 reassessment (out of 162 completed surveys with the lowest number of hours being 3 and the highest number of hours being 285):

- 0-30 hours 14%
- 31-60 hours 28%
- 61-90 hours 29%
- 91-120 hours 8%
- *Over 121 hours 17%
- No response given 4%

*Over 121 hours - 12 of the 22 cases in this range were over 200 hours.

When comparing *reassessed hours* (Q. #7) to *previous assessed hours* (Q. #9), out of the 75 reassessed cases:

- **41% increased in hours**
- **15% decreased in hours**
- **36% stayed the same**
- **8% No response given**

10. Social Worker ranking 1 “*very helpful*” to 5 “*not helpful*” (out of 209 completed surveys):

- Rank 1 62%
- Rank 2 14%
- Rank 3 12%
- Rank 4 3%
- Rank 5 5%
- No response given 4%

11. Social worker properly explained consumer’s rights and what to do if there is a disagreement with the hours received (out of 209 completed surveys):

- Yes 90%
- No 8%
- No response given 2%

12. Social worker addressed consumer’s needs (out of 209 completed surveys):

- Yes 92%
- No 7%
- No response 1%

13. Social worker provided other resources to obtain help (out of 209 completed surveys):

- Yes 63%
- No 33%
- No response given 4%

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14. County (out of 209 completed surveys):

- Humboldt 5%
- Kern 21%
- Lassen 1%
- Riverside 31%
- Santa Barbara 10%
- San Bernardino 32%

15. Common themes to enhance the IHSS program:

- Nothing is wrong with the program, everything is fine, program is successful;
- Thankful for the program
- Don't change a thing
- Social Workers to listen with an open heart
- Provide more information regarding IHSS and other programs
- Provide transportation and Meals on Wheels
- More hours for services
- Update worker lists
- More hours for providers
- More resources for providers
- More incentives and insurance programs for providers
- Better Addus Healthcare workers.